



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

New Millennium Telecommunications, Inc.
for quarter ending September 30, 2005

| Performance Data | July | August | September | Quarterly Average |
|--|--------|---------|-----------|----------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 2.86 | 2.81 | 2.77 | 2.81 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 3.60 | 3.50 | 3.50 | 3.53 |
| C. Repair Office Answer Time [730.510(b)(1)] | 51.00 | 56.00 | 46.00 | 51.00 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 57.00 | 61.00 * | 76.00 * | 64.67 * |
| E. Percent of Service Installations [730.540(a)] | 94.98% | 97.06% | 98.79% | 96.74% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 99.20% | 97.53% | 99.35% | 98.65% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 2.41 | 2.54 | 1.80 | 2.25 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 16.21% | 17.76% | 18.82% | 17.61% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 8.42% | 9.13% | 13.01% | 9.85% |
| J. Missed Repair Appointments [730.545(h)] | 3 | 4 | 3 | 3 |
| K. Missed Installation Appointments [730.540(d)] | 2 | 2 | 2 | 2 |

Comments



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